First Annual Report for the Kentucky Virtual Library

The full report on activities for 1999-2000 will be distributed at the meeting. Highlights include

- All 4 million Kentucky residents can use KYVL and its services.
- Statewide purchase of 30 electronic databases saved $20 million from the cost of libraries subscribing individually.
- From November 1999 through October 2000, KYVL users have conducted 4.6 million searches of the databases – an average of 385,000 per month.
- From March to August 2000, the KYVL self-paced online tutorial has received more than 120,000 hits or an average of more than 20,000 per month. The tutorial assists users with the Internet, library collections, research, and evaluation of information.
- The KYVL Help Desk, through the KYVU Call Center, has answered more than 1,700 questions, an average of 100 responses per month by the two staff reference librarians.
- In partnership with the Kentucky Department of Education, KYVL is building Web pages to provide learning tools, curriculum guides, lesson plans, Web sites, and electronic databases for teachers in Kentucky.
- The KYVL has begun courier service to send materials from one library to another.
- All of KYVL's electronic databases are available in Spanish, French, and German.

New services planned by KYVL for 2000-2001 include

- Online library loans
- Searchable Web sites
- Kentucky statistical abstracts
- Web pages for children and parents
- Web pages for adult education

Governor's Conference on Latin America

The Kentucky Virtual University participated in the Governor's Conference on Latin America in Louisville January 8-10. KYVU announced its partnership with Monterrey Technical Virtual University in Mexico to provide opportunities to Spanish-speaking Kentuckians to study in their native language, for Kentuckians to study abroad from their homes, and to develop transfer agreements between Kentucky institutions and Monterrey Tech. Monterrey Tech (Universidad Virtual del Sistema Tecnologico de Monterrey) is fully accredited in the United States. It is the largest private university in Latin America with 85,000 students and 30 campuses.

Distance Learning Advisory Committee (DLAC)

The committee approved a goal of 4,000 enrollments for KYVU by fall 2002. Projecting enrollment figures for KYVU is one of the council's key indicators of progress.

Other items discussed at the meeting December 6, 2000, were
- KYVU will track the number of students new to postsecondary education, the number of students age 23 or older, and the number of learners in professional development courses.
- The committee would like to have informal discussions about two issues: uses of technology, including economic development, and intellectual property policies.

Revolving Fund for Curriculum Development

The first agreement for use of funding for curriculum development has been signed with the Kentucky Community and Technical College System. The funds will be used to develop an online associate of applied science in information technology. Upon completion of the program, a student will have fulfilled all requirements not only for the degree but also for three related certificates.

Staff Preparation by Miko Pattie and Mary Beth Susman

KENTUCKY VIRTUAL LIBRARY
http://www.kyvl.org
1999 - 2000

I.   Mission:

All Kentuckians will have equitable access to quality library and information resources and qualified, well-trained staff to support the Kentucky Virtual University as well as meet broader needs for learning, working, and living.

II.   Why and how KYVL is built:

House Bill 1, the Kentucky Postsecondary Education Improvement Act of 1997, places responsibility for the development and operation of the Kentucky Virtual University with the Council on Postsecondary Education with advice from the statutorily established Distance Learning Advisory Committee. The Virtual Library is a unit of the Virtual University.

Using the framework of the Digital Library Project initiated by the State-Assisted Academic Library Council of Kentucky and the solid foundation for collaboration from the Kentucky Library Network, the KYVL was officially launched November 1, 1999.

The building of a statewide virtual library depends on a large group of librarians, state network administrators, university computing center directors, and policy makers to come together with a common vision. This we did with the Virtual Library Advisory Committee, formerly Steering Committee, and 10 work groups, each with one area of responsibility and with representations from all user communities. The staff works closely with these groups to improve and increase KYVL services.

III.   Funding:

For 1998-2000, the state legislature allocated $3.5 million bond fund to set up the technical infrastructure. This includes the purchase of library workstations, Ariel systems, Gateway server hardware and software, Endeavor Voyager software, the Kentuckiana Digital Library's server hardware and software, and its digitizing contracts.

For 1998-2002, the KYVL annual operating fund is $2.5 million. The participating libraries contribute $1.018 million towards the total licensing fee of $1.8 million for electronic databases. The operating fund also supports server maintenance, statewide courier service, Kentuckiana Digital Library, and information literacy programs.

IV. Benefits:

The KYVL resources and services level the playing field for all KYVU students and Kentuckians in their pursuit of lifelong learning. All 4 million citizens of the Commonwealth can use the KYVL through the KYVL Gateway or the following libraries:

- 116 public libraries with registered patrons of 1,739,494
- 36 public universities and colleges with a total of 112,757 FTE students
- 19 independent universities and colleges with a total of 18,863 FTE students
- 1,259 public K-12 schools with a total of 619,200 students
- 22 special libraries (hospitals, state agencies, and others)

The cost savings realized through statewide purchasing and management for electronic resources and services is significant. In the licensing of electronic databases alone, the current contracts would have incurred $20 million more if libraries subscribe to these 30+ databases individually.
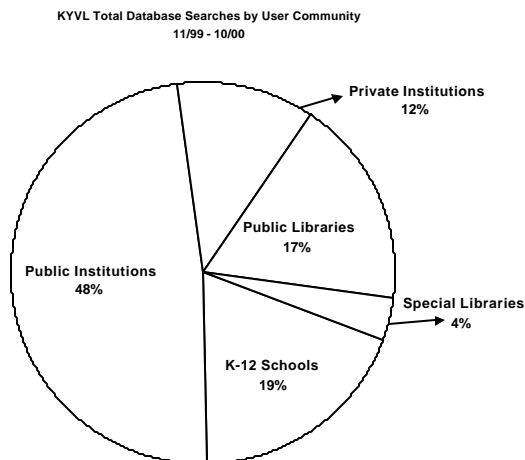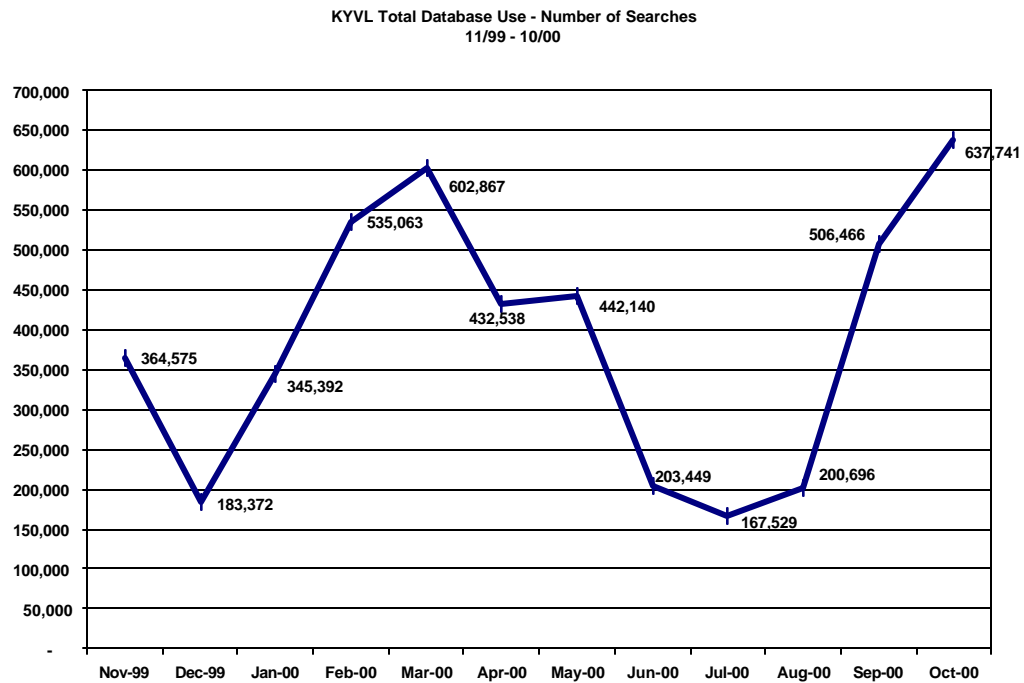
By setting up an infrastructure to undertake the digitizing project, the statewide courier service, a common library system, and other services, the KYVL makes it possible for Kentucky libraries to offer these services to their users at very little cost.

V. Resources and services:

The goal is to build KYVL as an easy, convenient one-stop shop for quality information resources and services. Working with librarians in the state, the KYVL uses the vast collections housed in Kentucky libraries and the selective electronic resources on the Internet to meet Kentuckians' information needs.

1. Electronic databases:

More than 30 databases with close to 5,000 full text journal titles are available to any KYVU student or Kentuckian from home, office, school, or local public library. The only requirement is to be a registered user of any participating library. Through October 2000, KYVL users have conducted a total of 4,621,828 searches against these databases, an average of 385,152 searches a month.

KYVL Total Database Use - Number of Searches
11/99 - 10/00

Month	Searches
Nov-99	364,575
Dec-99	183,372
Jan-00	345,392
Feb-00	535,063
Mar-00	602,867
Apr-00	432,538
May-00	442,140
Jun-00	203,449
Jul-00	167,529
Aug-00	200,696
Sep-00	506,466
Oct-00	637,741

KYVL Total Database Searches by User Community
11/99 - 10/00

- Private Institutions 12%
- Public Libraries 17%
- Special Libraries 4%
- K-12 Schools 19%
- Public Institutions 48%

2. **Common library management system:**
     With hub sites at the University of Kentucky and the University of Louisville, the KYVL Endeavor Consortium allows public institutions to use a common library system and share the server administrative costs. It also presents a unique opportunity for small libraries without adequate information technology support to automate their operations. This past year we saw the implementation of Endeavor Voyager system not only at the eight public universities and the Kentucky Community and Technical College System, but also at Lexmark, Norton Hospital, St. Catharine's College, and the Kentucky Department for Libraries and Archives.
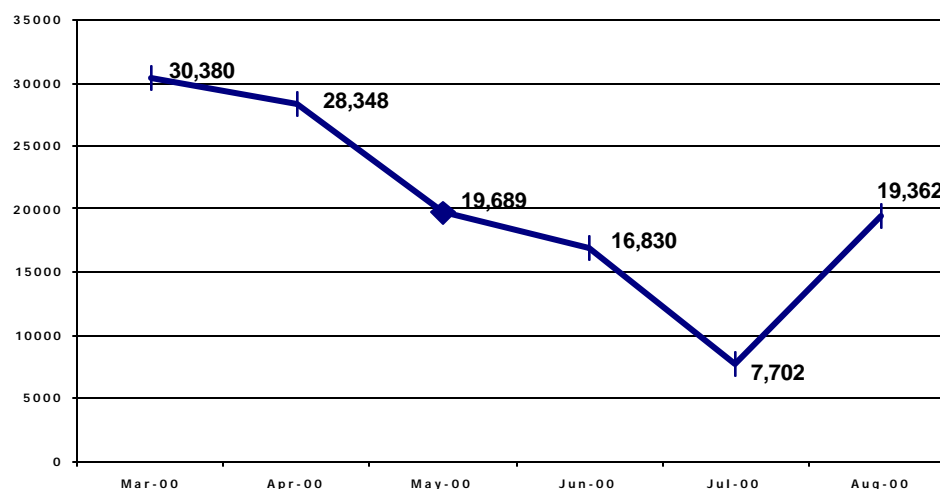
3. Help Desk:

As part of the KYVU Call Center staff, two reference librarians work closely with other librarians in the state to provide high-touch assistance for the user community. Through December 2000, the Help Desk has answered a total of 1,728 questions, an average of 101 questions a month.

KYVL Help Desk Statistics - Number of Inquiries
8/99 - 12/00
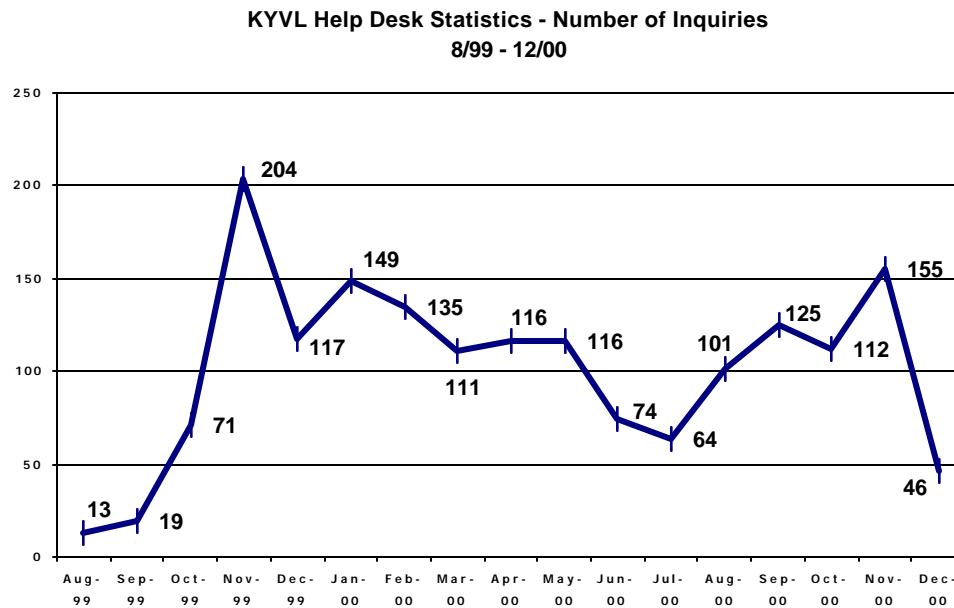
4. Information literacy:

This self-paced online tutorial is designed to help users use the Internet and library collections to find and evaluate information, conduct research, and use these resources responsibly. From March to August 2000, this tutorial has received a total of 122,311 hits, an average of 20,385 hits a month.

KYVL Information Skills Tutorial - Number of Hits
3/00 - 8/00

[Line chart showing number of hits from March 2000 to August 2000. Y-axis ranges from 0 to 35000 in increments of 5000. Data points: Mar-00: 30,380; Apr-00: 28,348; May-00: 19,689; Jun-00: 16,830; Jul-00: 7,702; Aug-00: 19,362]

5. **Kentuckiana Digital Library:**

    Digitizing special collections and archives housed in Kentucky libraries and making these treasures available online to school children, researchers, and the world is a long-term project. This past year we have set up the server and software, established a statewide metadata standard to describe digital objects, digitized 1,500 finding aids from 11 libraries, selected target collections to be digitized at the central lab, trained 34 archivists, and released the official Web site.

6. **Resource sharing:**

    To make the vast collections housed in Kentucky libraries more readily available, the KYVL has brought 16 libraries' online catalogs together and given them a common look and feel. One only needs to type in a search once and it will show which of these libraries has what's needed.

    Fifty-one libraries have the Ariel Internet faxing system to share journal collections. From August to October 2000, these libraries have transmitted a total of 14,618 articles for their users, an average of 4,872 articles a month.

    The KYVL statewide courier service extends to186 libraries all over the state. This delivery service, inaugurated in August 2000, puts all library collections at the disposal of all citizens in a timely manner. From August to October 2000, a total of 17,826 items have been trucked among these libraries for their users, an average of 5,942 items a month.

KYVL Resource Sharing - Number of Transmissions & Items Delivered
8/00 - 10/00
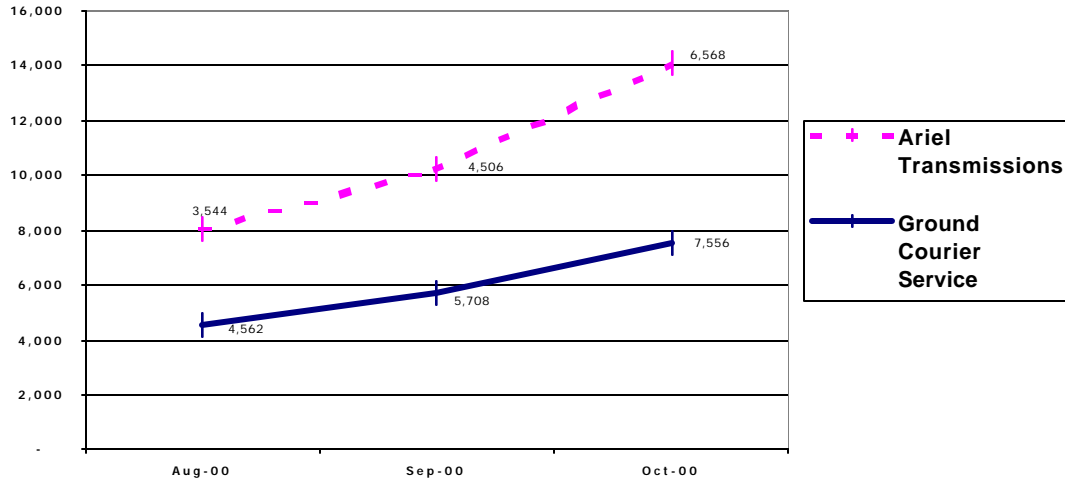
7. Training:

    To promote the use of KYVL services, the staff designs face-to-face training sessions and takes them to all corners of the state. For this past year, the KYVL staff has conducted a total of 58 training sessions with 1,167 participants.
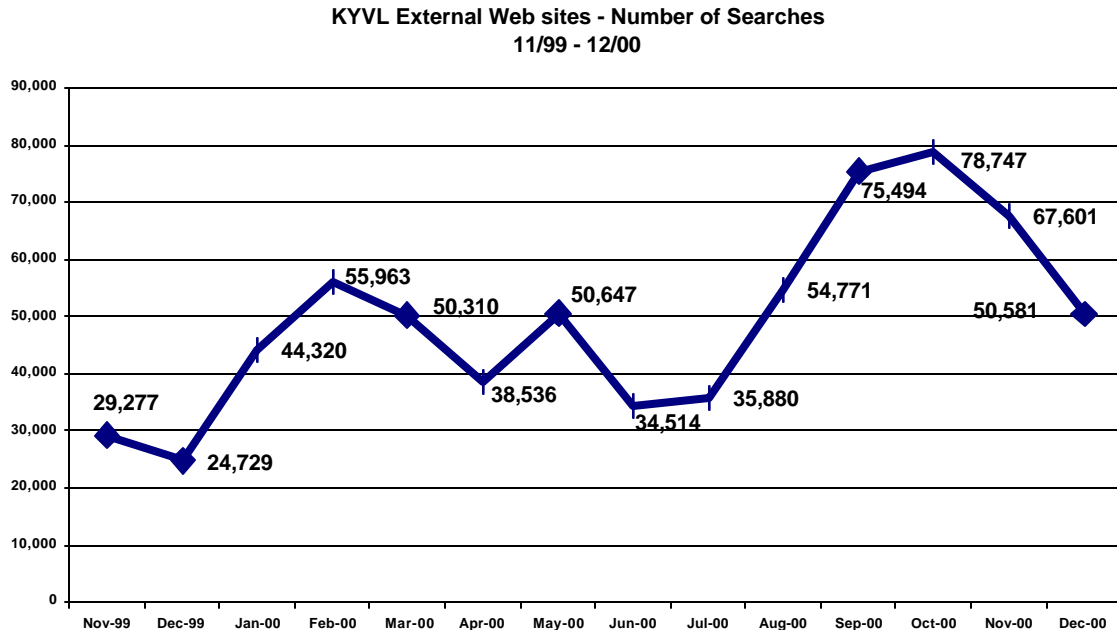
KYVL Training - Number of Sessions and Participants
10/99 - 11/00
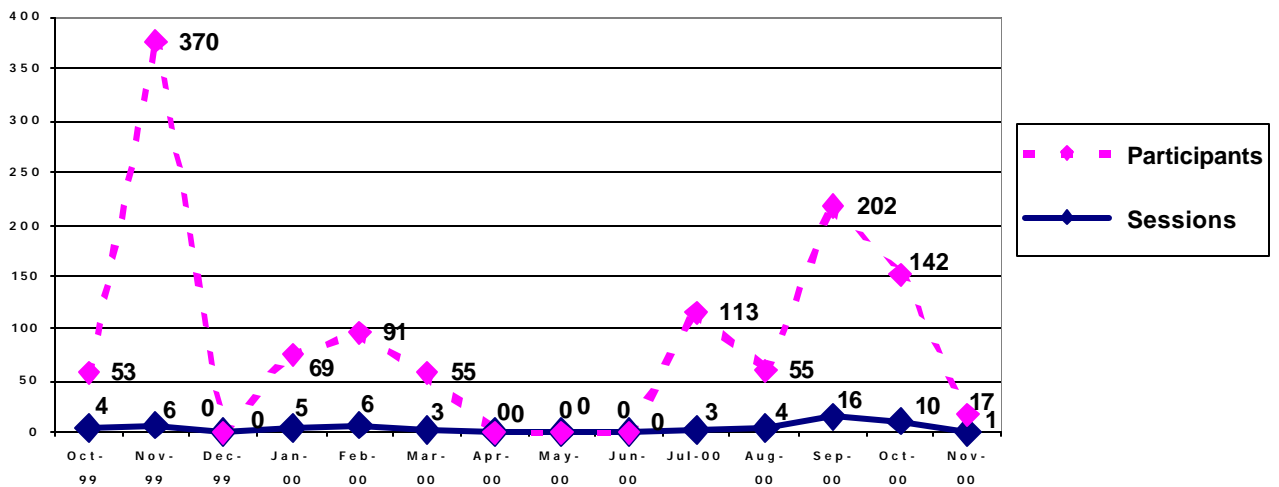
8. Virtual Reference Desk:

Working with librarians in the state, the staff selects, annotates, and organizes Web sites to complement the licensed databases and library collections. Through

KYVL External Web sites - Number of Searches
11/99 - 12/00

December 2000, a total of 691,370 searches have been conducted against these Web sites, an average of 49,383 searches a month.

9. Services for K-12 Community:

Partnering with the Kentucky Department of Education and teachers, the KYVL is building a portal for teachers. It includes tools, curriculum guides, lesson plans, Web sites, and electronic databases.

Work groups are gathering information resources and defining design principles for portals for kids and parents.

VI. New services for 2000-01

- Online interlibrary loan service:

  Library users will be able to initiate an online request for books they find through the online catalogs on the KYVL Gateway and will be able to pick up these books at the library near them as quickly as 24 hours.

- Searchable Web sites:

  Users will be able to simultaneously search external Web sites selected for KYVL portals along with library catalogs and electronic databases.

- Kentucky statistical abstracts:

  A comprehensive portal for Web sites that contain Kentucky statistical information will prove useful for students and researchers.

- Portals for kids and parents:

  Young children and their parents will learn research skills and how to look for information on the Internet. The design will be kid-friendly and the content will help with classroom lessons.

- Portal for adult education:

  KYVL will work with the Department of Adult Education and Literacy in building an all-in-one portal for resources, databases, curriculum products, and tools to be used by instructors and adult learners.